

2010: a year of accomplishment and reform

Agency	Page
Public Health – Seattle & King County	1
Department of Development and Environmental Services (DDES)	2
Department of Transportation (DOT)	4
Department of Executive Services (DES)	6
Department of Community and Human Services (DCHS)	8
Department of Adult and Juvenile Detention (DAJD)	11
Office of Information Resource Management (OIRM)	12
Department of Natural Resources and Parks (DNRP)	13

Public Health 2010 Accomplishments

Healthy communities

- Public Health-Seattle & King County secured \$26 million in federal stimulus funds to combat obesity and tobacco use, the top contributors to premature illness, death, and health care costs in King County. Through Communities Putting Prevention to Work, we provide funding, partnerships, and technical assistance to cities, schools, businesses, and organizations to help increase physical activity and improve nutrition; decrease smoking rates; and reduce health inequities.
- Public Health is leading Global to Local, a pilot project to improve health care and economic development among diverse, low-income South King County residents (Tukwila and SeaTac). This collaboration between Public Health, the Washington Global Health Alliance, HealthPoint, and Swedish Medical Center, uses strategies that have effectively addressed health disparities worldwide.

Customer Service

- Contractors and property owners can now purchase plumbing permits online from Public Health, saving time and effort and reducing total vehicle trips. In the first 3 months, more than 500 online permits were issued (30 percent of all permits), resulting in \$90,000 in permit fees collected online and 375 fewer vehicle trips by permit seekers. This is the first step toward adding many more online permitting services.
- The Executive Office adopted a formal translation process to ensure that all public communication materials and vital documents can be understood by all

our residents. Those who are unaware of crisis intervention services, emergency housing resources, assistance programs, and low-cost medical preventative services are the biggest users of emergency services.

Efficiencies

- Public Health introduced an upgraded version of our contract management system to enhance our efficiency in handling \$160 million of agency contracts and grants yearly. With this new web-based tool, the contract approval process now takes about half the time it did under the old, paper-based system.
- Jail Health Services has implemented a new medication packaging system in the King County Correctional Facility Pharmacy. The new pharmacy dispensing process has reduced the nursing preparation time for medication administration, increased efficiency for nurses, and streamlined work processes.

Equity and Social Justice

The county, with the support of Public Health, adopted an Equity and Social
Justice Ordinance that ensures that equity and social justice are part of the fabric
of all county work. The ordinance will advance the efforts of county employees to
remove barriers to equity that limit the ability of some to fulfill their potential.

DDES 2010 Accomplishments

Fixed Fees Adopted

 Over the summer, we completed a new rate model that increased the number and volume of fixed fee permits to more than 90 percent of our business, up from about 40 percent currently (mostly valuation-based building permits). The remaining hourly fees are mostly for complicated, multi-year inspections, but we will continue to examine whether some or all of those could migrate to fixed fees. This proposal was approved by the County Council on Nov. 15 by a 7-2 vote.

Elimination of 'Billable Hour Metric'

- For the past decade, DDES has not only been self-supporting, but has measured individual staff performance based upon meeting billable hour targets (in 2009 and 2010, the target was 75 percent billable). Non-billable customer time was limited to 15 minutes. We eliminated the target for all staff members, instead asking them to focus their efforts on producing quality, accurate, prompt permits.
- We cannot show whether permits are moving more quickly, although we are receiving fewer complaints about slow permits. However, a Council budget proviso has requested data to show how we are meeting the new turn-around targets for the fixed fee rate model. That report is due in September, 2011.

Reformed Over-the-Counter Permits

- DDES used to offer true over-the-counter permits. In the late 1990s, though, when activity was high, we switched to an appointment system, and it took 1-to-3 days to actually produce the permit.
- Using a revised system designed by front-line staff and supervisors, we launched our new over-the-counter permit program on October 18. Since then, about onethird of total application volume at DDES now can be handled through the overthe-counter process, reducing cycle time from 8 weeks to about 2 hours. On one day, a record 42 percent of our permits issued were over-the-counter permits.

Currently Redesigning Processes For All Other Intake

- With the over-the-counter process up and running, a staff team is now working to redesign the intake process for all other applications.
- The billable hour regime led to some unintended consequences. There was a
 huge emphasis on getting applications in the door, and staff was usually given
 only one hour per application for intake. Understandably, that meant that some
 applications that were accepted (and all estimated fees paid) may not have been
 complete. This often resulted in extended review times and increased fees.
- The system we plan to implement after the first of the year emphasizes a series of pre-intake meetings with the applicant. Then, when the plans and supporting documents are ready, the applicant can go to the permit counter, pay their fees, and the formal review will begin. This should result in a greatly reduced number of revision requests. The pre-intake fee will be less than \$400, and will fully apply to the permit cost if and when an application is made.

Fall City Pilot Project

• The Fall City business community has been frustrated because certain zoning designations and regulations are at odds with how a historic commercial node needs to operate in order to retain its character and viability. DDES and Public Health have worked with the community to address code enforcement issues, create near-term administrative or code refinements, and identify more significant changes that may be needed in the 2012 Comprehensive Plan update. We may use these lessons for rethinking the way we plan for and regulate the other two dozen commercial nodes throughout rural King County.

Examining Options for Fire Marshal Services

- Fire marshal section staffing has been reduced to six, and at the end of 2009, the
 fire marshal position was eliminated and its responsibilities transferred to the
 Building Services Division Director (Jim Chan). The fire marshal staff retains
 responsibility for fire plan review, related construction inspection, annual
 inspections of commercial occupancies, and fire code enforcement.
- Fire districts and municipal departments have an interest in assuming this work. Currently, we are in conversation with the fire chiefs about this transition.

Staff Reductions

- DDES has adjusted staffing due to a diminishing customer base and workload. Ten years ago, the department had about 400 staff members, which was reduced to 250 by 2007. At the beginning of 2010, DDES had 147 approved FTES, which was reduced to 133 in May. The proposed 2011 budget requests 118 FTEs.
- For 2011, we changed the way the department estimates its staffing need by working from the bottom up: how many permits and of what type do we project, how many employee disciplines are involved, how many hours per activity?
- We have been upfront with labor that there will be more layoffs in response to our expected six major annexations.

Seeking Office Relocation—Mid-2011?

 DDES relocated to Renton about ten years ago to a 60,000-square-foot office building. Today, some of that space is leased to other County departments, but DDES probably will need only about half of the 50,000 square feet it now leases. The location of the office also does not meet the needs of the department's future rural customer base. For these reasons, we are exploring the possibility of moving to the I-90 corridor in the greater Issaquah/Preston/Snoqualmie Ridge area.

Department of Transportation 2010 Accomplishments

Metro Transit

- Launched first RapidRide--Line A (Rainier Valley).
- Broke ground to construct the Burien Transit Center parking expansion, Phase II
 of the Burien Sustainable Transportation Hub, funded by \$14.73 million through
 an agreement with Sound Transit.
- Successfully completed the Regional Transit Task Force process.
- Received grant funds to further "Sustainable Transportation Hubs" in King County, including a HUD Sustainable Communities Grant (\$5 million). In partnership with PSRC and other major stakeholders, KCDOT staff played a direct role in authoring the application and coordinating support from local jurisdictions. King County received \$500,000 for TOD planning and development at Northgate. King County was also awarded \$1 million from the Federal Highway Adminstration to research the effects of parking policies/requirements on urban development.

- KCDOT received \$16 million in federal funding for transit capital improvements that advance the use of vehicle technology for cleaner emissions.
- Implemented the first phase of the Urban Partnership Agreement for the SR 520 corridor, demonstrating the national initiative to use tolling, transit, technology and demand management to gain efficiencies in the transportation system.

King County International Airport

The Airport successfully obtained an FAA Airport Improvement Program Grant
(AIP) in excess of \$18 million for the reconstruction of Taxiway A over a two-year
period (2001-2012). At the beginning of the year, the FAA had indicated that we
probably would only receive minimal funding for the project and at the opening of
the bids in the spring, we had not received sufficient funding for Phase I.

Marine Division

• Successful start-up/implementation of in-house King County Water Taxi passenger-only ferry service to West Seattle in April.

Roads Services Division

- The United States Department of Transportation awarded King County a \$34 million Transportation Investment Generating Economic Recovery II (TIGER II) grant for the construction of a new South Park Bridge. Together with seven other funding partners, King County has raised enough money to construct a new South Park Bridge. With design plans at 99.9 percent complete, the request for proposals will be advertised in January 2011 and bids opened in March 2011. Construction is scheduled for completion to allow for the opening the new South Park Bridge to traffic before the end of 2013.
- The Strategic Plan for Road Services covers the years 2011 through 2015 and is in alignment with the King County Strategic Plan. These years will be a time of significant transition for the County's road system, as cities are expected to complete annexations of urban growth areas that the Road Services Division now serves. The plan outlines the division's growing structural funding problem with declining revenues and increasing costs. Substantial investments are needed to restore roads and bridges, maintain them, and meet new transportation demands. The plan responds to that dilemma by setting clear priorities to guide the division as it manages the road system.
- The Road Services Division received a Traffic Safety Award through the Washington Traffic Safety Commission's (WTSC) Target Zero Program for work done to improve the safety of two county roadways. The RSD project was one of 25 recipients of the award; winners were judged based upon the innovativeness of the project, along with meeting the goals of Target Zero, which aims to highlight successes realized across the state and encourage the sharing of ideas and the replication of successful projects. The project was also one of nineteen nationwide to receive federal funding under the Rural Safety Innovation Program.

These national grant-funded projects produced high-impact value through low-cost solutions. Since the project was completed, other agencies have expressed interest in the project methodology to help solve similar problems.

Department of Executive Services 2010 Accomplishments

Human Resources Division (HRD):

 HRD piloted a quarterly Introductory Supervisor and Manager Training in October 2010. More than 70 supervisors and managers from the Executive Branch and the offices of Separately Elected Officials completed the training.

Facilities Management Division (FMD):

- Prepared for a possible Green River Flood by creating emergency moving and evacuation plans for MRJC, Animal Shelter, Blackriver Building Tenants, PAO, and other agencies. Secured new leases for agencies required to move out of the flood zone. Orchestrated the moves of District Court, Superior Court, Meridian Clinic, Kent Probation, Radio Shop, and Elections. In addition, completed more than \$1.3 million dollars in infrastructure improvements to buildings. Successfully petitioned FEMA to file a claim to request reimbursement for mediation expenses.
- Worked with the McKinstry Company to change the primary heat sources from steam to highly-efficient internal natural gas-fired boilers, which is estimated to have reduced heating costs by 47 percent, and eliminated the need for a \$3 million overhaul in the King County Courthouse and Jail. Continuing energy-saving CIP work in the MRJC and the Earlington Building, which should achieve similar savings.

Finance and Business Operations Division (FBOD):

- King County issued bonds and notes totaling \$675 million in 2010 to finance the
 wastewater capital program and a wide variety of other facility, roads, transit and
 technology projects as well as to refund certain outstanding bonds to lower future
 debt service costs. Despite the lingering effects of the recession, the county kept its
 borrowing costs as low as possible by maintaining its top AAA credit rating.
- Executive Constantine signed a March 2010 order to provide greater contracting opportunities for small and disadvantaged businesses, and to simplify procurement. The procurement changes eliminated 14 pages of outmoded paperwork in the County's contracting package, implemented enhanced use of technology, and made Requests for Proposals and Invitations to Bid more user-friendly.
- Treasury Operations acquired two new systems to improve the infrastructure for managing the County's \$4 billion investment pool. Interactive Data's BondEdge software provides a new analytical tool to monitor and measure credit risk of our issuers and counterparties on investment transactions. The new accounting system (SunGard's APS2) provides tracking of our investment portfolio and interfaces to our accounting system.

Accountable Business Transformation (ABT)

ABT successfully launched PeopleSoft as the county's HR system in March. This
first in a series of ABT milestones replaced 1970-era manual processes with
automated workflows and access to real time data.

Records and Licensing Services Division (RALS):

- Established Regional Animal Services of King County (RASKC) on July 1, with 27 suburban city partners. This new model provides for improved public safety and animal welfare on an equitable cost-sharing basis among the partners. An advisory committee helps ensure that services are meeting the needs of the suburban partners. Technology improvements and redirected staff resources have enabled animal care to be improved further as reflected in the reduced length of stay for animals in the shelter while maintaining a historically low rate of euthanasia.
- Completed the Physical Records Module of the Electronic Records Management System (ERMS), which enhances space management and planning by using barcode technology for warehouse inventory and tracking. The system streamlines the process by which customers request records for retrieval and authorize disposition of physical records.

Emergency Management Division (OEM):

- OEM led the planning and execution of Sound Shake 2010, a regional exercise of short-term recovery activities following a major earthquake along the Seattle Fault, with several cities, special-purpose districts, and private sector partners.
- At the Executive's request, OEM, along with all county departments, completed an update of the Comprehensive Emergency Management Plan (CEMP), to reflect recent organizational changes and additional services covered under the plan.

Office of Civil Rights (OCR):

 Developed the Equity and Social Justice (ESJ)/Fair & Just Ordinance through an Executive-Council Partnership. This plan defines and identifies the 14 determinants of equity and requires that ESJ practices be integrated into all County actions. The ordinance will impact the work of every branch of King County government in the areas of community engagement and county policies and practices, with annual reports to residents, elected county leadership and employees.

Office of Risk Management (ORM):

 ORM renewed the county's annual self-insured insurance policies at a premium savings of \$402,588. In addition, ORM received a Property Insurance Membership Credit of \$366,000 and recovery staff exceeded their 2010 goal by collecting \$1.8 million to date.

<u>Department of Community and Human Services 2010</u> Accomplishments

Director's Office

- In support of the Countywide Strategic Plan, DCHS developed seven customer service performance measures for the 2011 DCHS Business Plan, all of which are focused on determining customer satisfaction with services provided.
- The department has embraced the concepts of the Equity and Social Justice Initiative, establishing an internal Equity and Social Justice Committee (ESJC) that meets monthly and sponsors a number of special events throughout the year. An Internet page shares ESJ Committee information with the provider community.
- The planned reorganization of Information Technology was completed, resulting in the consolidation of a central IT section in the Director's Office and efficiencies in staffing and functions.
- King County Executive Dow Constantine joined the Greater Maple Valley Area Council in welcoming more than 120 people to the Unincorporated Area Councils Joint Annual Forum on July 26, 2010.
- Executive Constantine was elected co-chair of the Governing Board of the Committee to End Homelessness in January along with Dan Brettler, Car Toys, Inc. President/CEO. The CEH's annual report shows the project has helped more than 4,700 individuals in some 3,350 households to exit homelessness.
- The Committee to End Homelessness Funders Group, a collaboration of the largest regional funders of homeless housing and services, has enjoyed extraordinary success. The 2010 NOFA totals \$55 million from seven funders and 22 different fund sources.

Community Services Division (CSD)

- The King County Veterans' Program (KCVP) improved and expanded geographic access to services by establishing eight satellite sites and by conducting outreach to more than 20 additional locations around the county.
- The 2010 Veterans and Human Services (VHS) Levy Mid-point Evaluation and Performance Report shows that levy activities have served almost 21,000 veterans, their families and others in need, have served more than 12,000 clients in levy-funded projects focused on strengthening families at risk, and have

- supported eight housing capital projects, providing 252 units of permanent housing. Of these, a total of 56 units were reserved specifically for veterans.
- A joint application by the City of Seattle and King County was awarded a total of over \$21 million for the region for 2010 through the McKinney Homeless Assistance program, including nearly \$1 million in funding to support the operating costs for two new homeless housing projects containing more than 100 units of housing that opened in 2010.
- King County received \$2.2 million in American Reinvestment and Recovery Act (ARRA) Neighborhood Stabilization Program funds to be used specifically for the purchase and rehabilitation of foreclosed homes.
- Continued the development of affordable and special needs housing units for low-income people, the working poor, and people with disabilities. A total of 556 new units of permanent rental housing have opened or will open by the end of the year. Of these, 376 units are targeted to households who are homeless and 71 of the homeless units are specifically targeted to veterans.
- We are working with North Seattle Community College, the Workforce
 Development Council of Seattle-King County, the Employment Security
 Department, and Department of Social and Health Services to create a one-stop
 service Education and Opportunity Center at NSCC, opening in May 2011.
- The Work Training Program (WTP) has enrolled 124 justice system-involved youth in the \$3 million Department of Labor (DOL) Juvenile Offender Re-entry Grant, helping them successfully transition from incarceration to the community.
- In partnership with the Washington State Juvenile Rehabilitation Administration (JRA), KC Superior Court Community Programs and KC Business Relations and Economic Development, the WTP is providing education, training, and employment services to youth leaving correctional facilities. The project seeks to address the disproportionate number of youth of color in the juvenile system.
- The first 20 trainees ages 18-24 in Project GreenLight began training via a
 partnership between the KC Work Training Program, South Seattle Community
 College, and the Manufacturing Industrial Council. This project prepares high
 school dropouts for apprenticeships in green manufacturing and construction.

Developmental Disabilities Division (DDD)

 With input from community partners, providers and advocates, the division completed the comprehensive King County Developmental Disabilities Plan for 2010-2013, which was submitted to the State of Washington.

- The DDD is funding a new, three-year Rotary Club district project called Partnerships for Work to create meaningful employment opportunities for people with developmental disabilities.
- Three additional school districts joined DDD as partners in the School to Work Project, bringing the total number of districts working to improve employment experiences and opportunities for youth in high school to eight.

Mental Health, Chemical Abuse and Dependency Services Division (MHCADSD)

- The MHCADSD successfully obtained six major grants that will provide a total of more than \$7 million over a five-year period. The grants will help improve recovery-oriented care for pregnant and parenting women, build trauma informed care for people with mental illness, increase assertive adolescent and family treatment services, enhance juvenile drug court services, and help people in mental health and substance abuse treatment agencies become tobacco-free.
- The Mental Illness and Drug Dependency (MIDD) Plan provided assistance to more than 19,000 men, women and children in King County through the implementation of 30 unique programs providing a range of mental health and substance abuse services and supports.
- Working in partnership with CSD, Public Health, the Seattle Office of Housing, and United Way of King County, MHCADSD developed a client-care coordination system that includes a high-utilizer database and vulnerability assessments to assure that those individuals who are homeless and in the greatest need are prioritized for new publicly funded housing resources.
- The MHCADSD implemented a new system that allows agencies making referrals for substance use treatment to directly book appointments for clients online. The system automatically gives the treating agency access to the initial screening data so clients don't have to repeatedly answer the same questions.
- The MHCADSD released an evaluation of the Criminal Justice Initiative programs
 that connect participants to services. The evaluation found positive results from all
 programs, particularly in the reduction in new charges and jail bookings. Reductions
 in jail days were not realized, except for the Jail Health Services program, where the
 reduction in jail days was significant.

Office of the Public Defender (OPD)

 A comprehensive public defense case weighting study was conducted involving stakeholders from across the criminal justice system. The study was undertaken at the request of the King County Council to explore the Public Defense Payment Model and make any necessary recommendations for changes. The report was completed in April 2010 and transmitted to the King County Council.

- In 2010, OPD sponsored professional trainings attended by more than 160 public defenders and assigned counsel offering a total of 36.5 Continuing Legal Education (CLE) credits.
- As part of a quality improvement effort in dependency representation in 2010, OPD implemented a revision of the system for appointment of attorneys for 72hour shelter care hearings, resulting in more timely appointment of attorneys for these emergency hearings.

<u>Department of Adult and Juvenile Detention 2010</u> <u>Accomplishments</u>

Jail services contracts.

- In conjunction with OMB, DAJD negotiated extensions to the jail services contracts with King County cities. The amended contracts made 150 additional beds available to cities and extended the agreements through 2020, helping Seattle and other cities to avoid the cost of siting and building a new jail facility.
- Working with our partner cities and SCORE, DAJD is initiating a regional jail
 planning coordination group to include all cities and law enforcement agencies
 within King County. The regional group will work together to strengthen regional
 cooperation and to meet jail capacity needs now and in the future. The regional
 group will meet for the first time in December.

COLA waivers

 All DAJD unions agreed to forego cost of living adjustments. The Uniformed Command Association representing DAJD Captains was one of the first two pioneer organizations to sign on to the COLA waiver. By agreeing to forego COLA, our two largest unions jointly saved the County \$1.5 million in the general fund, which was available to help restore crucial public safety services.

State DOC contract

- DAJD is renewing its jail services agreement with the Washington State
 Department of Corrections. The new agreement continues our strong partnership
 with the state to provide jail services, while also increasing revenue by an
 estimated \$300,000 in 2011. The new agreement also continues to provide for
 County use of 30 DOC work release beds. These are the only work release beds
 available to the County's female inmates and allow our participating female
 inmates to continue to maintain employment.
- With the Executive's support, DAJD improved the safety of offenders during
 incarceration and increased employee protection with the addition of alternative
 equipment and training for responding to violent incidents in the jail. This
 program to expand our force capabilities enables DAJD to de-escalate potentially
 violent situations, such as the disturbance that occurred in the King County

Correctional Facility on March 28, 2010, providing more immediate response without the need to escalate to higher levels of force.

Office of Information Resource Management 2010 Accomplishments

Open Data

OIRM implemented the eGovernment Open Data website with more than 120 data sets (making it one of the largest local government open data sites in the country), and went live six weeks before the Council-established deadline in order to provide citizens with open access to the full 2011 budget data.

Data Center Relocation

 Together, OIRM and FMD successfully moved the county's primary and two secondary data centers to the new state-of-the-art Sabey Data Center in Tukwila, and did so on schedule and within budget. This new data center provides a fully redundant and secure environment for county information systems. The county's new data center was a finalist for the Best Practices in Energy Efficiency, Green Computing, and the Data Center award.

Green River Mitigation

OIRM, in partnership with FMD and several agencies, established the telephones
and network to help move seven groups and prepare 11 sites to be used in the
event of an evacuation, including moving the at-risk radio shop. OIRM also
completed several projects including providing redundant email system, improve
connection to the county's alternate data center, and move servers out of the
flood zone to mitigate the risks of a flood.

Payment Card (PCI) Assessment

OIRM, in partnership with FBOD and county agencies, conducted the first
assessment of the County's IT security risks related to online payment
processing, required by the credit card companies and the County's bank.
Completing this assessment is required in order for the County to continue
collecting over \$50 million annually in credit card payments, such as property tax
payments and Orca payments.

IT Reorganization Savings and Cost Avoidance

 The Executive branch reorganized IT in each department and established a single line of accountability to the Chief Information Officer. This reorganization resulted in a reduction of 25 full time positions and \$8.5 million in savings and cost avoidance for 2007-2010 through consolidation of servers, multiyear contracts and volume discounts, consolidation of cell phone plans, and PC energy reductions.

Microsoft Enterprise Agreement

 A new agreement with Microsoft provides licensing of standard user software, such as Microsoft Office and Windows, to all county users with the rights to upgrade when needed. The agreement also provides access for all county users to SharePoint for collaboration, Live Meeting for electronic conferences, and Instant Messaging. This agreement will allow users to have the newest productivity tools, to share information with other users regardless of department, and conduct meetings without needing to travel – resulting in productivity gains that can contribute to their 3 percent efficiency savings in 2011.

Rapid Ride Network

As part of the Transit Now initiative, OIRM partnered with Transit to implement a
wireless network which provides connectivity between the bus systems and their
applications along the Rapid Ride corridor. This is the first of seven corridors
projected to be implemented over the next several years.

Jail Billing System

 OIRM in partnership with DAJD developed and implemented a new jail billing system that meets all new contract terms (variable rates) with the many jurisdictions for which DALD provides housing services.

Superior Court Case Management System

 OIRM in partnership with Superior Court developed and implemented a new system to help manage court cases.

800 MHZ Radio System - Puget Sound Next Generation Voice/Data Switch

 OIRM in partnership with the City of Seattle, replaced an essential component of the 800 MHZ regional radio system to ensure continued operation and support of this critical system.

County Web Site IT Awards

• OIRM received two "honorable mention" awards from the Center for Digital Government – one for the kingcounty.gov website, and the other for our proactive approach to online news syndication.

<u>Department of Natural Resources and Parks 2010</u> <u>Accomplishments</u>

Parks

- The acquisition of the Maury Island gravel mine site for open space will preserve the largest undeveloped stretch of shoreline in Puget Sound, and a critical component to recovery of ESA species.
- The Weyerhaeuser-King County Aquatic Center secured the USA Diving Trials for the 2012 Olympics.

 The opening of Duthie Hill Mountain Bike Park brought national recognition for a Community Partnership Grant-funded effort to create a "destination" mountain bike skills park in a beautiful forest setting.

Flood safety

- Helped secure federal funding for Howard Hanson Dam repairs. These repairs
 will greatly reduce the flood risk in the Green River Valley, home to thousands of
 residents and the West Coast's second-largest warehouse distribution center.
- King County led a nationally recognized public awareness campaign on Green River flood safety that included a mailing to more than 170,000 residents and outreach to vulnerable populations.
- Marked 50 years of King County Flood Warning services by urging residents to sign up for a new Flood Alert system that allows people to receiving immediate notification about pending high water by text, e-mail, or voice mail.
- Significant progress was made on flood protection for Snoqualmie farmers with the completion of three farm pads, three preliminary foundation designs to raise agricultural buildings, and four homeowner agreements to elevate farmhouses.

Solid waste

- Final phase of construction approved for Bow Lake Transfer Station. This project will update SWD's busiest facility, which was built in 1977, to meet environmental needs, improve efficiency and accommodate future growth.
- Extended our three-year solid waste rate for a fourth year.

Wastewater Treatment Division

- The new Brightwater Treatment Plant is 90 percent complete and on track to begin wastewater treatment August 2010. Eleven of the 13 miles of conveyance tunnels have been completed and construction is well underway to complete the remaining tunnel as a result of the Exec's leadership in declaring an emergency in February which allowed the hiring of a replacement contractor.
- Began construction on a new cogeneration system at the plant to convert digester gas into a source of heat and electricity for plant operations. When the system begins operating in 2012, it will produce about 23,000 Megawatt-hours of electricity each year, enough to power nearly 2,300 homes. About 40 percent of funding is provided by a U.S. Environmental Protection Agency grant.
- Adopted a sewer rate that provided rate stability and the ability to maintain King County's wastewater treatment system. The two-year rate ensures that there will be wastewater conveyance and treatment capacity to meet the growing needs of suburban communities.

 Received high ratings on Wastewater Treatment bonds and received a clean audit report on our 2009 financial statements.

Environment

- A new Energy Policy sets goals that will help the county achieve energy
 efficiencies and reduce greenhouse gas emissions, including reducing county
 energy use by 10 percent in buildings, facilities and vehicles, and producing or
 procuring renewable energy that is equal to 50 percent of total county energy
 requirement by 2012.
- King County supported efforts to prevent the extinction of Lake Sammamish Kokanee by capturing adult fish to spawn and rear the young in a hatchery, and then releasing the offspring in a tributary.
- DNRP acquired 470 acres in easements and 625 acres in fee in 2010 for the purposes of habitat protection, parks and trails, agriculture land protection, and flood hazard reduction.
- Finished the North Wind's Weir estuary restoration project in Tukwila, one of the largest restoration projects ever completed on the Duwamish River.
- A total of 57 acres of farmland were permanently preserved through the Farmland Preservation Program (FPP) and the Transfer of Development Rights Program (TDR). Development rights were purchased on 15 acres in the Lower Green Agricultural Production District (APD) and transferred from 23 acres in the Snoqualmie APD and from 19 acres in the Enumclaw APD.
- WLR completed the Lower Boise Creek restoration project and associated cleanup of historic contamination on site.

Noxious weed control

Best year on record for County lands noxious weed control. Overall, 92 percent
of the area of regulated noxious weed sites on county-managed lands were
controlled in 2010, compared with 81 percent on non-county-managed lands.